

BUSINESS SERVICE ORDER AGREEMENT

Account Name: North Miami Motor Pool

ID#: 7219719

CUSTOMER INFORMATION (Service Location)

Address 1	1855 NE 142ND ST	City	NORTH MIAMI
Address 2		State	FL
Primary Contact Name	Kerrith Fiddler	ZIP Code	33181
Business Phone	(305) 895-9877	County	
Cell Phone		Email Address	kfiddler@northmiamifl.gov
Pager Number		Primary Fax Number	
Technical Contact Name		Tech Contact On-Site?	No
Technical Contact Business Phone		Technical Contact Email	
Property Manager Contact Name		Property Mgr. Phone	

COMCAST BUSINESS SERVICES

Selection (X)	
Business Voice	
Business Internet	X
Business TV	
Business Signature Support	

COMCAST BUSINESS SERVICES DETAILS

VOICE SELECTIONS		Quantity	Unit Cost	Total Cost
Full Feature Voice Lines		0		
Adtl. F.F. Voice Lines w/ pkg.				
4+ Lines				
Basic Lines		0		
Fax Lines				
Toll Free Numbers				
Equipment Fee				
VOICE OPTIONS		Selection(X)	Total Cost	

Comcast Business Packages	
Package Name:	Cen:SP_D50-\$10
PACKAGE DESCRIPTION	
\$10 MRC Discount off Business Internet D50 (\$109.95) for discounted rate of \$99.95. MRC Discounts roll to rate card end of original term. Min 2yr term required. Taxes, Usage, Fees, Equip are Extra	

* Voice offers & options not available in all markets.

Business Internet*		
INTERNET SELECTIONS	Selection(X)	Total Cost
Starter		
Preferred		
Other Deluxe	X	\$109.95
Equipment Fee	X	\$9.95

INTERNET SELECTIONS	Selection(X)	Non-Recurring Charge
Wireless Gateway Fee		

*Business Internet speed tier selections not available in all markets. With the exception of Basic Connect, all Business Internet speed tiers from Comcast include two(2) Microsoft Outlook email boxes for no additional charge. The Basic Connect speed tier does not include such email boxes. Additional email boxes may be purchased separately. Comcast reserves the right to change this Microsoft Outlook email offering at any time, at its sole discretion, upon written notice to Customer.

INTERNET OPTIONS	Selection(X)	Total Cost
Microsoft Outlook Office Email	X	Included
Web Hosting - Starter	X	Included
Web Hosting - Business		
Web Hosting - Commerce		
Web Hosting - Professional		
Static IP - 1		
Static IP - 5	X	\$19.95
Static IP - 13		
Static IP - 29		
Static IP - 61		
Static IP - 125		
Static IP - 253		
Dynamic IPV6		
Xfinity Wifi Hotspot***		
Business Wifi Standard		
Business Wifi Enhanced		

* Internet selections & options not available in all markets

Comcast Business Packages

Package Name:	Cen:SP_D50-\$10
PACKAGE DESCRIPTION	
\$10 MRC Discount off Business Internet D50 (\$109.95) for discounted rate of \$99.95. MRC Discounts roll to rate card end of original term. Min 2yr term required. Taxes, Usage, Fees, Equip are Extra	

Business TV*

TV SELECTIONS	Selection(X)	Total Cost
Basic		
Select		
Information & Entertainment		
Variety		
Standard		
Preferred		
Music Choice Standalone		

TV OPTIONS	Selection	Total Cost
Sports Pack**		
Music Choice W/Comcast Business		
Canales Selecto		
Other Programming		
Other Programming		
Other Programming		

TV OUTLETS	Quantity	Unit Cost	Total Cost
Additional Outlets			
HD Outlet Charges			

mini mDTA/mDTA Type	# of Outlets	NRC	MRC

* Not available in home offices or public view establishments. TV selections & options not available in all markets. Customer acknowledges and understands Customer may be responsible for additional music licensing or copyright fees for music contained in any or all of the Services, including, but not limited to Video and/or Public View Video.

**** Available for Standard & Preferred TV offers only.**

Business Signature Support

Subscription Plans	Quantity	Unit Cost	Total Cost
Essentials			
Preferred			
Premier			
Premier for Server			
Bolt Ons			
Cloud Back-up Add-on			

Account Name: North Miami Motor PoolID#: 7219719

COMCAST BUSINESS TOTAL SERVICE CHARGES				
Comcast Business	Selection(X)	Quantity	Unit Cost	Total Cost
Installation Fee	X		\$99.00	\$99.00
Voice Activation Fee*				
Auto-Attendant Setup Fee				
Voice Jack Fee				
Toll Free Activation Fee				
Directory Listing Fee				
One Time Fix Plans				
One-Time Tech Solve				
In Wall Wiring & Setup				
1st Drop				
2 plus Drops				
Second Cable Run				
Wireless Network Setup / 1 WorkStation Setup				
Work Station Setup Add-on				
Wireless Network Setup Add-on				
Onsite Survey				
Same Day Service				
Next Day Service				

* Per line activation fee, up to four (4) line maximum charge.

Total Installation Charges:*

\$99.00

* Does not include Custom Installation Fees.

Total Monthly Service Charge	\$139.85
Promotional Code (if applicable)	
Discount On Internet(if applicable)	10
Discount On Video(if applicable)	
Discount On Voice(if applicable)	
Discount On Signature Support(if applicable)	
Total Discount	\$10.00

Total Recurring Monthly Bill:*

\$129.85

* Applicable federal, state, and local taxes and fees may apply.

GENERAL SPECIAL INSTRUCTIONS

COMCAST BUSINESS INTERNET CONFIGURATION DETAILS

Transfer Existing Comcast.net Email	No	Equipment Selection	D3.0 IP Gateway
Number of Static IPs*	5	Business Web Hosting	No

* If 5 or more Static IPs are requested a STATIC IP JUSTIFICATION FORM is required.

COMCAST BUSINESS TV CONFIGURATION DETAILS

Outlet Details	Location	Outlet Type	Additional Comments:
Outlet 1 - Primary			
Outlet 2 - Additional			
Outlet 3 - Additional			
Outlet 4 - Additional			
Outlet 5 - Additional			
Outlet 6 - Additional			
Outlet 7 - Additional			
Outlet 8 - Additional			

OUTLETS 9 & UP	QUANTITY
Analog	
Digital	
HDTV	
DTA	

COMCAST BUSINESS VOICE CONFIGURATION DETAILS

Phone #	Type	Voicemail	Customer Equipment
			Phone System Type (Key System, PBX, Other)
			Phone System Manufacturer
			Fax Machine Manufacturer
			Alarm System Vendor
			Point of Sale Device
			Telco Closet Location
			Hunt Group Configuration Details
			Hunt Group Features Requested (Yes/No)
			Hunt Group Configuration Type
			Hunt Group Pilot Number

Toll Free #	Calling Origination Area	Associated TN

Directory Listing Details

Directory (Published, Non-Published, Unlisted)	
Directory Listing Phone Number	
Directory Listing Display Name	
DA/DL Header Text Information	
DA/DL Header Code Information	
Standard Industry Code Information	

Additional Voice Details

Caller ID (Yes/No)	
Caller ID Display Name (max 15 char.)	
International Dialing (Yes/No)	No
Call Blocking (Yes/No)	
Auto-Attendant (Yes/No)	No

CUSTOMER BILLING INFORMATION

Billing Account Name	<u>North Miami Motor Pool</u>	City	<u>NORTH MIAMI</u>
Billing Name (3rd Party Accounts)	<u></u>	State	<u>FL</u>
Address 1	<u>1855 NE 142ND ST</u>	ZIP Code	<u>33181</u>
Address 2	<u></u>	Billing Contact Email	<u>kfiddler@northmiamifl.gov</u>
Billing Contact Name	<u>Kerrith Fiddler</u>	Billing Contact Phone	<u>(305) 895-9877</u>
Tax Exempt?*	<u>No</u>	Billing Fax Number	<u></u>

* If yes, please provide and attach tax exemption certificate.

AGREEMENT

1. This Comcast Business Service Order Agreement sets forth the terms and conditions under which Comcast Cable Communications Management, LLC and its operating affiliates ("Comcast") will provide the Services to Customer. This Comcast Business Service Order Agreement consists of this document ("SOA"), the standard Comcast Business Terms and Conditions ("Terms and Conditions"), and any jointly executed amendments ("Amendments"), collectively referred to as the "Agreement". In the event of inconsistency among these documents, precedence will be as follows: (1) Amendments, (2) Terms and Conditions, and (3) this SOA. This Agreement shall commence and become a legally binding agreement upon Customer's execution of the SOA. The Agreement shall terminate as set forth in the Terms and Conditions (<http://business.comcast.com/terms-conditions/index.aspx>). All capitalized terms not defined in this SOA shall reflect the definitions given to them in the Terms and Conditions. Use of the Services is also subject to the then current High-Speed Internet for Business Acceptable Use Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), and the then current High-Speed Internet for Business Privacy Policy located at <http://business.comcast.com/terms-conditions/index.aspx> (or any successor URL), both of which Comcast may update from time to time.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: Instead of the Comcast Business Terms and Conditions, your Agreement includes the Signature Support Terms and Conditions available at <http://business.signaturesupport.comcast.com/terms-and-conditions.html>.

2. Each Comcast Business Service ("Service") carries a 30 day money back guarantee. If within the first thirty days following Service activation Customer is not completely satisfied, Customer may cancel Service and Comcast will issue a refund for Service charges actually paid by Customer, custom installation, voice usage charges, and optional service fees excluded. In order to be eligible for the refund, Customer must cancel Service within thirty days of activation and return any Comcast-provided equipment in good working order. In no event shall the refund exceed \$500.00.

FOR SIGNATURE SUPPORT CUSTOMERS ONLY: The guarantee is applicable only to Signature Support subscription plans. If you use the service in the first 30 days, you will be refunded your subscription fees, but charged the applicable one-time fee.

3. IF CUSTOMER IS SUBSCRIBING TO COMCAST'S BUSINESS VOICE SERVICE, I ACKNOWLEDGE RECEIPT AND UNDERSTANDING OF THE E911 NOTICE:

E911 NOTICE

Comcast Business Voice service ("Voice") may have the E911 limitations specified below:

- In order for 911 calls to be properly directed to emergency services using Voice, Comcast must have the correct service address for the Voice Customer. If Voice is moved to a different location without Comcast's approval, 911 calls may be directed to the wrong emergency authority, may transmit the wrong address, and/or Voice (including 911) may fail altogether.
- Voice uses electrical power in the Customer's premises. If there is an electrical power outage, 911 calling may be interrupted if the battery back-up in the associated multimedia terminal adapter is not installed, fails, or is exhausted after several hours.
- Voice calls, including calls to 911, may not be completed if there is a problem with network facilities, including network congestion, network/equipment/power failure, or another technical problem.
- Comcast will need several business days to update a Customer service address in the E911 system. All change requests and questions should be directed to 1-800-391-3000. USE OF VOICE AFTER DELIVERY OF THIS DOCUMENT CONSTITUTES CUSTOMER ACKNOWLEDGEMENT OF THE E911 NOTICE ABOVE.

4. To complete a Voice order, Customer must execute a Comcast Letter or Authorization ("LOA") and submit it to Comcast, or Comcast's third party order entry integrator, as directed by Comcast.

5. New telephone numbers are subject to change prior to the install. Customers should not print their new number on stationery or cards until after the install is complete.

6. Modifications: All modifications to the Agreement, if any, must be captured in a written Amendment, executed by an authorized Comcast Senior Vice President and the Customer. All other attempts to modify the Agreement shall be void and non-binding on Comcast. Customer by signing below, agrees and accepts the Terms and Conditions of this Agreement.

CUSTOMER SIGNATURE

By signing below, Customer agrees and accepts the Terms and Conditions of this Agreement. General Terms and Conditions can be found at <http://business.comcast.com/terms-conditions/index.aspx>.

Signature: [Signature]
Print: STEPHEN E. JOHNSON
Title: CITY Manager
Date: 2/19/14

FOR COMCAST USE ONLY

Sales Representative: Nina Sherman
Sales Representative Code: 76020
Sales Manager/Director: Francine Shabsels
Sales Manager/Director:
Division: Central
Lead ID: 7219719

[Signature]
City Attorney

DATE

[Signature]
City Clerk

DATE

IP Justification Form

Comcast conforms to the North American IP Registry (ARIN) policies regarding IP address allocation. As part of its standard service, Comcast will assign the amount of IP addresses that our customers can justify. Use this form for initial assignments as well as augments. Written justification for any IP address blocks requested is required so that Comcast can demonstrate to ARIN that IP addresses allocated to us is being used efficiently. If you have any questions about the IP assignment policy or process, please refer to the IP Address Assignment Policy and Procedures, and RFC 2050 <http://www.ielf.org/rfc/rfc2050.txt>. Please complete the form below and submit it to your Comcast sales representative. Comcast follows the American Registry for Internet Numbers policy for the Shared Whois project. For more information please go to <https://www.arin.net/policy/nrpm.html>.

Customer Site

Location	North Miami Motor Pool - L-5214255	1
Street	1855 NE 142ND ST	2a
Rm/Ste/FI	null	2b
City,State Zip	NORTH MIAMI,FL 33181	2c
Phone #	(305) 895-9877	2d

Technical Contact

Name(First Last)	Kerrith Fiddler	3a
Title		3b
Phone #	(305) 895-9877	3c
Email	kfiddler@northmiamifl.gov	3d

4. Domain Name: _____

Note: If more than one domain, use first domain registered.

5. Do you have previously assigned addresses from Comcast?:

☐ Yes ☐ No

5b. If yes, what addresses were assigned?: _____

6. Number of IP addresses requested/needed within 6 months:

5

Note: If your organization already has IP space assigned, you must utilize 80% before applying for

7. Use the following Network Table to describe your IP assignments within the next six months.

THIS IS REQUIRED

IP Number	IP Address (If known)	Below, provide a description of use for each IP requested
1		
2		
3		
4		
5		

I verify that I am authorized to represent the organization below and that the above information is true and correct. I understand that Internet Protocol Version 4 address space is limited and that users of the Internet are responsible for conserving address space and ensuring that space is utilized efficiently.

Print Name _____

Title _____

Organization North Miami Motor PoolPhone #(day) (305) 895-9877Email kfiddler@northmiamifl.gov

Fax _____